NOVUS DIGITAL PHONE USER GUIDE

NOVUS DEFINING DIGITAL CULTURE

Table of Contents

Introduction....3
Novus Digital Phone Voicemail Activation....4
Call Management Features Activated Online....6
Call Log....7
Voicemail....8
Call Preferences....9
Profile/Service Tab....10
Call Management Features Activated by Phone....11
Accessing Your Voicemail....12
Accessing Your Voicemail From Another Location....12
Voicemail Hierchy....13
Call Waiting....14
Call Waiting Caller ID....14
Call Hold....14
Three - Way Calling....14
Call Back....15
Call Return On Busy....15
Speed Dial....15
Do Not Disturb....15
Block Caller ID....16
Call Forwarding....17

Introduction

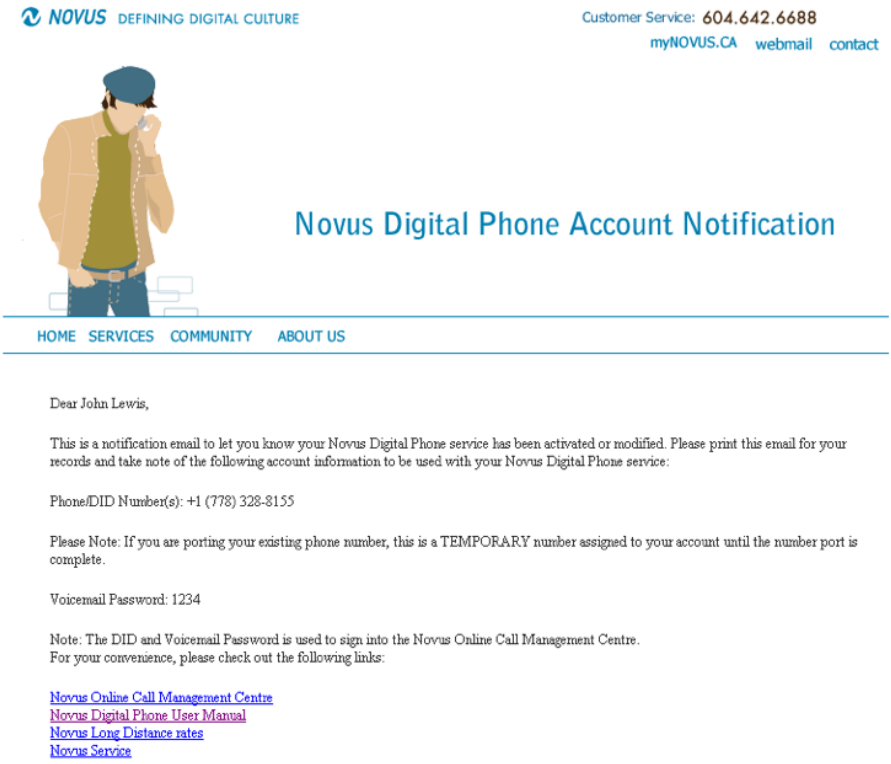
Today, Novus is building the future of entertainment, information, and communication services. We are a Vancouver owned and operated company striving to be the best service provider in Canada. Novus continues to build a Fibre Optic Cable network throughout Metro Vancouver to offer you superior High Speed Internet, television, and digital phone services.

Thank you for choosing Novus – we are confident that you will enjoy your new service.

Novus Digital Phone Voicemail Activation

Getting Started

1. Access your call management features online by locating your Novus Digital Phone Account activation email sent to your personal email account upon subscribing to Novus Digital Phone. Your activation email contains your digital phone number, user name, password, and a link to the Novus *Online Call Management Centre.*


NOVUS DEFINING DIGITAL CULTURE

Customer Service: 604.642.6688

myNOVUS.CA webmail contact

Novus Digital Phone Account Notification

HOME SERVICES COMMUNITY ABOUT US

Dear John Lewis,

This is a notification email to let you know your Novus Digital Phone service has been activated or modified. Please print this email for your records and take note of the following account information to be used with your Novus Digital Phone service:

Phone/DID Number(s): +1 (778) 328-8155

Please Note: If you are porting your existing phone number, this is a TEMPORARY number assigned to your account until the number port is complete.

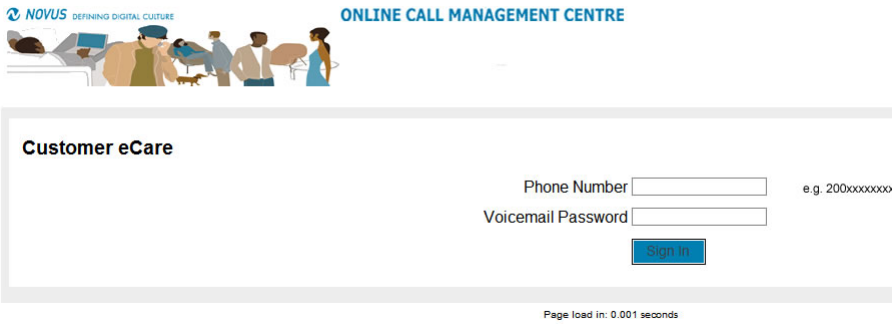
Voicemail Password: 1234

Note: The DID and Voicemail Password is used to sign into the Novus Online Call Management Centre.
For your convenience, please check out the following links:

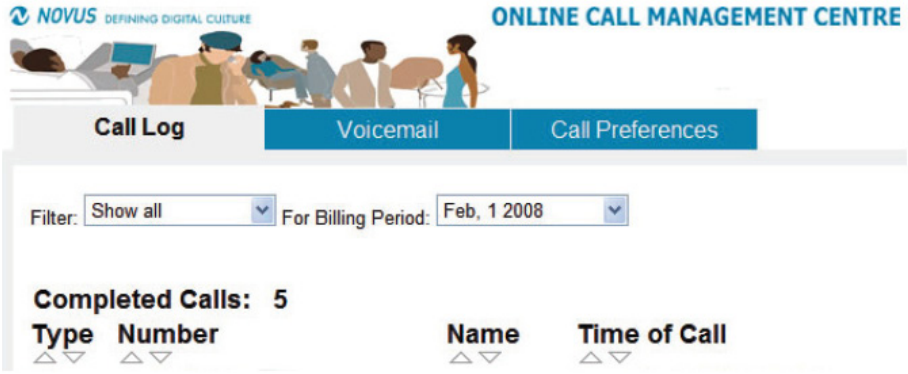
Novus Online Call Management Centre
Novus Digital Phone User Manual
Novus Long Distance rates
Novus Service

2. Click on the link provided in the email to go to the Novus *Online Call Management Centre.*

Novus Digital Phone Voicemail Activation



3. Enter your **phone number** and your assigned numeric **voicemail password** in the spaces provided in order to access the call management features.



4. The *Online Call Management Centre* features a tab for each function: Call Log, Voicemail, Call Preferences, and Profile/Services.

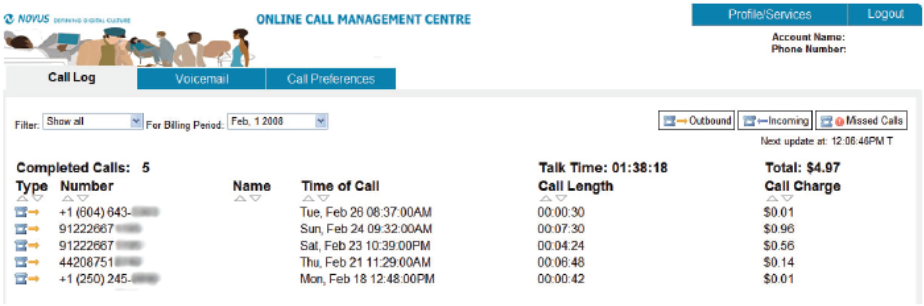
Call Management Features Activated Online

WWW

Call Management Features

Call Log

View detailed call records online such as missed, outgoing, and incoming calls. Each call record includes a phone number, time, duration, and charge, which can be sorted alphanumerically.



Call Management Features

Voicemail

Store up to 50 messages at 3 minutes per voicemail.

To hear a voicemail message:

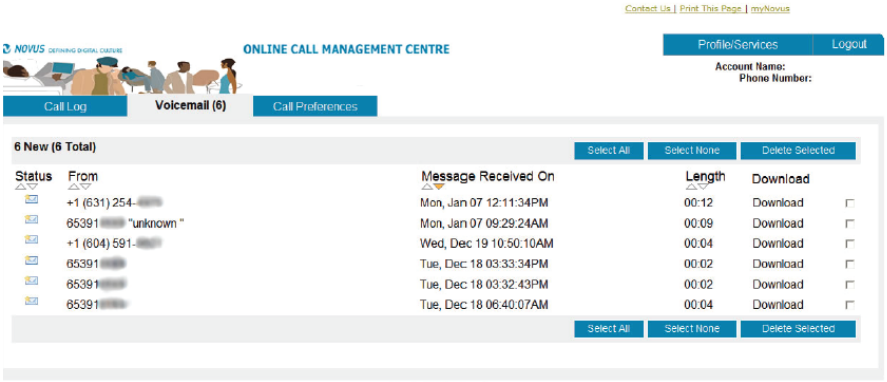
1. Select **download** for the voicemail message you would like to hear.

2. Play the wav audio file which is then downloaded and can be played using audio software of your choice, such as Windows Media Player, iTunes, etc.

To delete a voicemail message:

1. Click on the selection box located to the far right of the voicemail you wish to delete.

2. Click on **Delete Selected**.



Call Management Features

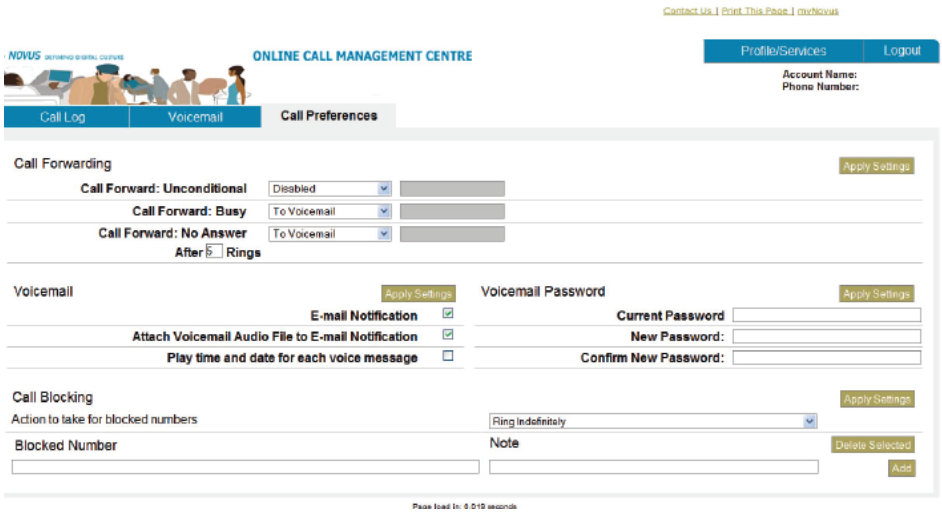
Call Preferences

The Call Preference tab allows you to set your preferences for Call Forwarding, Voicemail Notification, and Voicemail Password.

- **Call Forwarding** - choose a call forwarding option between the "unconditional, busy/unavailable," and "no answer" scenarios. If you choose to forward calls to a phone number, type in the alternate number in the text box to the right of the call forward scenario you select.

- **Voicemail Notification** - get notified through email that you have a voicemail message. You can also select to have the voicemail message sent to you via email.

- **Voicemail Password** - change your voicemail password.

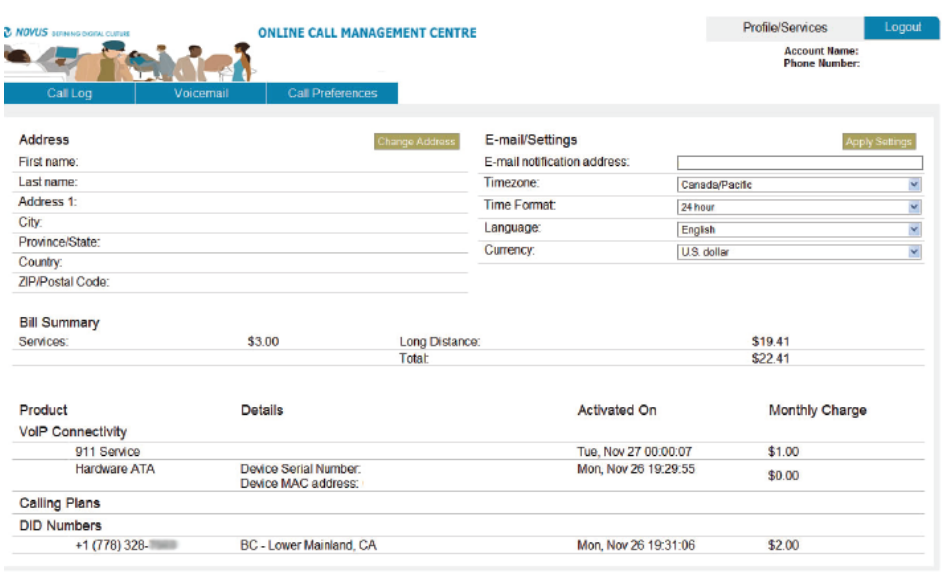


Call Management Features

Profile/Services Tab

- View and change your profile such as your account address, email settings, subscribed services, and billing summaries.

- **Please Note**: the address field is also the address used for 911 services and should reflect where you and your phone device are located.



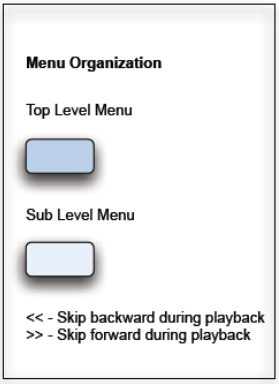
Call Management Features Activated By Phone

Call Management Features

Accessing Your Voicemail

1. Go to the *Online Call Management Centre* using the steps outlined on Page 4.
2. To access your mailbox, dial: ***40**.
3. Enter your **voicemail password**.

Voice Mail Reference



Accessing Your Voicemail From Another Location

1. Dial your home phone number, e.g. xxx-xxx-xxxx.
2. Once you hear your voicemail greeting, press *.
3. Enter your **voicemail password** when you hear the prompt.
4. You will then be given the option to listen to your voicemail messages.

Call Management Features

Voicemail Menu Hierchy

1 Play Voicemail Messages
- **3** Advanced Options
  - **1** Reply
  - **2** Call Back(1)
  - **3** Envelope
  - **4** Outgoing Call(1)
  - **5** Send Message
- **4** Play Previous Message
- **5** Repeat Current Message
- **6** Play Next Message
- **7** Delete Current Message
- **8** Forward Message to Another Mailbox
- **9** Save message in a folder
  - **0** Save in New Message Folder
  - **1** Save in Old Message Folder
  - **2** Save in Work Message Folder
  - **3** Save in Family Message Folder
  - **4** Save in Friends Message Folder
- * Skip Backwards During Message Playback: Rewind
- # Skip Forwards During Message Playback: Fast Forward

2 Change Folders
- **0** Switch to New Message Folder
- **1** Switch to Old Message Folder
- **2** Switch to Work Message Folder
- **3** Switch to Family Message Folder
- **4** Switch to Friends Message Folder

3 Advanced Options
- **5** Forward Messages

0 Mailbox Options
- **1** Record Your Unavailable Message
- **2** Record Your Busy Message – available in future releases
- **3** Record Your Name
- **4** Record Your Temporary Message
- **5** Changed Your Password
- * Return to the Main Menu

*** Help**
 # Exit

After recording a message (incoming message, busy/unavailable greeting, or mailbox name)
1 Accept
2 Review
3 Re-record

Call Management Features

Call Waiting

Receive incoming calls while on the phone. Incoming calls are indicated by a call waiting tone.

- To answer an incoming call, press the **flash** button on the phone.
- To deactivate this feature for all calls, press ***57**.
- To activate this feature for all calls, press ***56**.
- To deactivate call waiting for the next outgoing call, press ***71** and then dial a number.
- To activate call waiting for the next outgoing call, press ***70** and then dial a number.

Call Waiting Caller ID

Display caller ID information for incoming secondary phone calls.

- To deactivate this feature, press ***45**.
- To activate this feature, press ***25**.

Call Hold

Place active phone calls on hold.

1. To put someone on hold, press the **flash** button.
2. You can make a second call while the first call is on hold.
3. To take the incoming call off hold or to switch between calls, press the **flash** button.
4. If you switch back to the first call and the third party is still connected, this will initiate a three-way call.

Three-Way Calling

Initiate a second phone call while the first is on hold.

1. Place the first party on hold, press the **flash** button.
2. Listen for a dial tone and then dial the third party.
3. Once a connection is established, press the **flash** button again to connect all parties to the call.

Call Management Features

Call Back

Call back the last incoming number.

o To call the last incoming phone number, press ***69**.

Call Return On Busy

Dial a number repeatedly until notified that the line is no longer busy. (Note: this feature is available only when the Call Back feature is enabled.)

o To activate this feature, press ***66**.
o The last dialled number is called for 30 minutes until the second party's line rings, which signals that the phone is no longer engaged by sounding a ring to indicate that the call is going through.
o To deactivate this feature, press ***86**.

Speed Dial

Configure up to 8 speed dial entries, which can be accessed by dialling a feature code on the telephone keypad.

o To set a speed dial number, dial ***74** wait for tone to change and then dial the the speed dial number you wish to assign.
o Choose a speed dial number from 2-9.
o After dialling, press the **#** key or wait until you here two short beeps.
o To use a speed dial number, press the speed dial number (2-9) of your assigned speed dial, followed by the **#** key.

Do Not Disturb

Silently ignore and re-direct incoming calls to voicemail.

o To activate/deactivate this feature, press ***78**.

Call Management Features

Block Caller ID

This feature allows you to block the delivery of your Caller ID to the number that you are calling.

To toggle "Block Caller ID" on and off:

- Dial ***81**

To enable "Block Caller ID" for the duration of the next phone call:

- Dial ***67**

Call Management Features

Call Forwarding

Redirect incoming calls to another phone number managed by the following call forwarding options available:

Unconditional Call Forwarding - all incoming calls are forwarded
Busy Call Forwarding - all incoming calls are forwarded while on another call
No Answer Call Forwarding - all incoming calls are forwarded when there is no answer.

To set "Unconditional Call Forwarding":

- Dial ***720** to forward calls to voicemail.
- To forward calls to a specific number, dial ***72** and enter the **10 digit number** you want calls to be forwarded to, e.g. *72(6045551234).
- Dial ***73** to remove the call forwarding rule.

To set "Busy Call Forwarding":

- Dial ***900** to forward calls to voicemail.
- To forward calls to a specific number, dial ***90** and enter the **10 digit number** you want calls to be forwarded to, e.g. *90(6045551234).
- Dial ***91** to remove the call forwarding rule.

To set "No Answer Call Forwarding":

- Dial ***920** to forward calls to voicemail.
- To forward calls to a specific number, dial ***92** and enter the **10 digit number** you want calls to be forwarded to, e.g. *92(6045551234)
- Dial ***93** to remove the call forwarding rule.
- To change the "No Answer Call Forwarding" ring count, dial ***94** and enter the new number for the new ring count, e.g. *7* for seven rings.

o **Note**: When forwarding a call to a phone number outside of Canada, the US, and some Caribbean Islands, you must prefix it with a **011** as if you were dialling an international number from Canada or the US.